

Access

March 2003



WCB ONLINE

Online reporting and remitting

Maximize your time, minimize the work

Thousands of companies in B.C. are now doing business with the WCB online. They're accessing their account information 24/7, paying their premium at 7 p.m. on a Saturday night if they want, and changing their contact details without picking up the phone.

Of course, that means they're spending less time filling out forms and standing in line at the bank or the post office to make their payment, and more time doing what's important to them — building their business.

So, why not join our growing community of e-business users and start saving time today? It's fast, it's safe, and it lets you do business with us on your own terms.

"I just finished using your online services to make my quarterly payment. I loved it. Way to go. One less reason to stick a stamp on a letter or go running to the bank."
— Carol McClelland, CRS Commercial Carpet Maintenance, Vancouver

"Thanks for making it easier, faster and cheaper to remit my quarterly WCB payments through your web site."
— Naomi Yamamoto, Laserclad Business Graphics & Props, North Vancouver



Leave the math to us

Online Reporting and Remitting comes with a built-in tool that calculates your premiums. Simply enter your payroll figures and the application does the math automatically. After you've submitted your report, you can print it for your records or store it online for future reference.

So, do away with the hassle of remembering multiple reporting due dates. Simply log on to **Online Reporting and Remitting** to check the status of your latest payroll report or to find out when your next one is due. If you like, we'll even send you e-mail reminders when your report is due.

Choose your payment method

When you sign up for **Online Reporting and Remitting**, you choose the payment method that best suits your needs: pre-authorized chequing, online banking, or credit card.

View account details online

Online Reporting and Remitting always shows your payments after we've applied them to your account, along with any outstanding balance. And, you can change your contact details in a flash — whether it's your business address, ownership details, or CCRA Business Number.

Access your account anytime, anywhere

When you sign up for online services, you're signing up for the freedom of doing business with us when it's convenient for you.

Once you've signed up, you'll have access to other services besides **Online Reporting and Remitting**, like Incident and Injury Reports and annual Rate Letters.

Get started today. To sign up for **Online Reporting and Remitting**, follow these steps:

1. Log on to our web site at www.worksafebc.com.
2. Select **Sign up to obtain a user ID and password**. Follow the steps on the screen to complete the sign-up and log-on process.
3. Now, you're ready to sign up for services — Select **For Employers** as your **Service** and **Online Reporting and Remitting** as your **Role**. Follow the instructions to validate your access. You can use the personal access code you received in your rate information package in the fall (expires March 31). If you can't find your package, no problem, just select one of the other options listed on the screen.

If you need assistance at any time during this process or if you would like to sign up several users from your firm at the same time, contact our Customer Support Centre at ehelp@wcb.bc.ca or telephone 604 276-3135 (toll-free 1 888 855-2477).

Take the NAOSHWeek challenge

North American Occupational Safety and Health (NAOSH) Week, May 4 to 10, is a time for employers, workers, and all partners in occupational health and safety to focus on preventing injury and illness in the workplace.

Across North America, organizations take part by setting occupational health and safety goals, creating awareness of those goals both within and outside their organizations, and making a start toward accomplishing those goals.

Be sure to register your organization's involvement to be eligible for the B.C. NAOSHWeek 2003 Health and Safety Awards. There is a wide range of award categories for different industries and for large and small organizations.

The NAOSHWeek 2003 Planning Guide and other information are available online at www.worksafebc.com/news/campaigns/naoshweek/. You can also order printed copies of the guide by e-mailing moore-wcb.customer.service@ca.moore.com, faxing 1 866 362-3130, or phoning 1 866 271-4879.

New WCB governance

On January 2, 2003, a provincially appointed Board of Directors replaced the Panel of Administrators as the WCB's governing body.

Board members are Douglas Ems, chair; Peter Morse, attorney; Calvin Lee, public interest; Roslyn Kunin, public interest; Ariene Ward, disability management; Stephen Hunt, worker representative; and Terry Brown, employer representative.

Toll-free number retired

The WCB's general toll-free number, 1 800 661-2112, will be retired as of April 1, 2003. Instead, please use the following toll-free numbers:

- For workplace health and safety issues, call 1 888 621-7233
- For claims-related inquiries, call 1 888 967-5377
- For employer assessment inquiries, call 1 888 922-2768

Changes to the appeal system

Effective March 3, 2003, as a result of recent legislative changes to the WCB appeal system, there will be only two levels of appeal for WCB decisions:

Review Division — The Review Division of the WCB, which is independent of the WCB's operations, is located at the WCB head office in Richmond. To request a review of a WCB decision, phone the Review Division at 604 214-5411 (toll-free 1 888 922-8804).

WCAT — The independent Workers' Compensation Appeal Tribunal (WCAT) is the final level of appeal. In most instances

you must first have a decision from the Review Division. You can contact WCAT at 604 664-7800 (toll-free 1 800 663-2782).

For information on the WCB appeal system, visit the WCB web site at www.worksafebc.com/appeals/.

WCB Complaints Office

As part of ongoing organizational change, the office of the WCB Ombudsman has been renamed the WCB Complaints Office. This office, which deals with issues of perceived unfairness regarding WCB decisions and recommendations, is an independent and impartial source of assistance.

To contact the WCB Complaints Office, phone 604 276-3053 (toll-free 1 800 335-9330) or fax 604 276-3103. All contact with the office is confidential.

Regional office closures

As part of our restructuring program, the WCB is closing several regional offices. The Williams Lake and Campbell

River offices closed February 28, the Vernon office will close March 31, and the Cranbrook office will remain only prevent on staff beginning in July.

Service to workers and employers in these communities will now be provided by neighbouring WCB offices.

For information on contacting WCB offices, visit our web site at www.worksafebc.com/contact_us/.



Remembering lives lost

The WCB, B.C. Federation of Labour, and Business Council of B.C. will co-host a public Day of Mourning ceremony on Monday, April 28, 10 a.m., at the workers' memorial located in the Sanctuary in Hastings Park, Vancouver.

This annual ceremony honours the memory of workers who have lost their lives as a result of a workplace injury or occupational disease.

Ordering publications and videos

WCB's Publications and Videos Section closed on February 7, 2003. Materials may no longer be picked up in person, but must be ordered by phone, fax, or e-mail.

Purchasing publications and videos — The WCB has transferred distribution of its publications and purchased videos to Benwell Atkins Moore. To order, e-mail moore-wcb.customer.service@ca.moore.com, fax 1 866 362-3130, or phone 1 866 271-4879 between 7 a.m. and 4 p.m., Monday to Friday.

Borrowing videos — To borrow a video from the WCB Library, e-mail library@wcb.bc.ca, fax 604 279-7608, or phone 604 231-8450 between 8:30 a.m. and 4:30 p.m., Monday to Friday.

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This newsletter is also available electronically on the WCB web site at www.worksafebc.com/publications/newsletters/access/. Look for the next issue in June 2003.

WorkSafe



WORKERS'
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